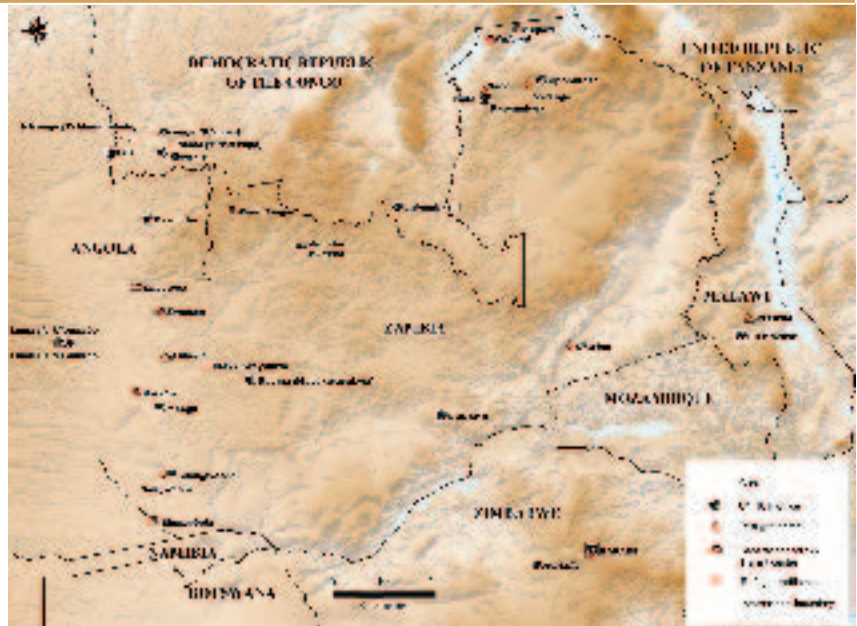


Zambia

Main objectives

- Provide basic protection and humanitarian assistance, and search for durable solutions for refugees from Angola, the Democratic Republic of the Congo (DRC), Burundi, Rwanda and elsewhere.
- Capitalise on positive developments in Angola in order to facilitate repatriation of Angolan refugees.
- Advocate improved conditions for the refugee hosting communities through the Zambia Initiative.
- Continue to underwrite the Government of Zambia's provision of security in and around the refugee camps.



Working environment

Recent developments

For UNHCR in Zambia, the Angolan peace accord following the 2002 cease-fire agreement has finally created an environment conducive to the repatriation of refugees from Zambia. By mid-September 2003, a total of 10,602 Angolan refugees had been repatriated by UNHCR and its partners. By then, convoys of roughly 1,000 returnees were leaving Meheba every week for Cazombo in Angola; this indicated that the planning figure for 2003 (20,000) would probably be exceeded.

Despite the formation of a new Government in the DRC, the political situation in the eastern parts remains volatile. Various political and military factions continue to attempt to occupy the territory vacated by retreating foreign military forces. The result has been a flow of refugees into Zambia, causing overpopulation, and even the closure of camps to new arrivals.

Rwandan refugees have continued to avoid repatriation for fear of maltreatment. However, the signature in January 2003 of a tripartite agreement between Rwanda, Zambia and UNHCR, and the peaceful course of recent Rwandan presidential elections, should now encourage

Planning figures

Population	Jan. 2004	Dec. 2004
Angola (refugees)	71,500	31,500
DRC (refugees)	48,500	45,100
Other refugees	5,200	4,100
Asylum seekers	2,000	950
Total	127,200	81,650

Total requirements: USD 15,385,352

Rwandan refugees to return. Since July 2003, a total of 52 Rwandan refugees, mainly from the urban group, have been repatriated.

The Government of Zambia continues to maintain an open door policy for potential new arrivals, and has for many years had an excellent working relationship with UNHCR and other humanitarian agencies. However, Zambian law remains unfavourable to the local integration of refugees. The new Refugee Bill, presented in 2002, foundered in the face of powerful opposition from members of Parliament on account of its provision for the naturalisation and assimilation of refugees.

Constraints

In Angola, poor basic infrastructure and the presence of landmines continue to make life extremely hard for those who have returned from Zambia, and deter the return of larger numbers. In key return provinces, most of the roads are in a poor state, resulting in high construction and maintenance costs. Additional constraints are the

uncertain socio-economic conditions and the shortage of food. Many of the Angolan refugees have been based in Zambia for more than 20 years, and are partially integrated into the local population. They are not readily persuaded that Angola could offer them better long-term prospects than what they have at present.

The Zambian Government continues to operate a restrictive refugee policy vis-à-vis refugees who have resided in Zambia for a longer period. However, the Zambia Initiative, a joint incentive led by the Government of Zambia, several donors and international institutions, will encourage the inclusion of refugees in the Government's municipal development agenda. The current economic situation in Zambia, in particular in urban areas, has retarded the local integration of refugees. Employment opportunities are scarce and basic social, education and health services continue to deteriorate. In addition, there has been some resentment of refugee newcomers to local communities. Assistance programmes face serious challenges, with self-help strategies for vulnerable refugees often failing to take root (e.g. small loans that fail to kick-start small business ventures).

The fighting and insecurity in eastern and south-eastern DRC has made Congolese refugees hesitant to return. They are aware of the conditions and the continuing displacement of populations inside the DRC.

In most of the field offices in Zambia, communications are far from ideal. The national telephone lines are unreliable, while satellite telephones are extremely expensive to operate and maintain.

Protection and solutions

In close co-ordination with the Government, UN agencies and NGOs, UNHCR will explore all possible avenues, while advocating primarily voluntary repatriation, whenever feasible, for the vast majority of the refugees in Zambia. UNHCR will continue to encourage the Government to review the restrictive refugee policy, so as to allow for local integration of those who have been in the country for a long time. For those beneficiaries who are not expected to repatriate, UNHCR will offer protection, humanitarian assistance and, in time, durable solutions.

By conducting basic refugee law and protection training workshops, UNHCR will help the Government to adhere to applicable protection standards. UNHCR will provide technical support to the Government for enhancement of the asylum environment, including the management of statistical databases, capacity-building to improve RSD, the protection of children and women, and the improvement of security and protection around

the camps. Operational security will benefit from the participation of refugee leaders and adequate logistical support to the police. In addition, UNHCR will promote and improve awareness of STD/HIV/AIDS, and sexual and gender-based violence (SGBV). Environmental awareness will be raised through sensitisation campaigns in all camps.

UNHCR will use its contacts with the Ministry of Home Affairs to call for the inclusion of refugees in the Ministry's municipal development agenda. There will be further discussions with development partners to increase activities under the agencies of the Zambia Initiative. These will serve to reduce xenophobia, encourage local integration of refugees and improve the socio-economic conditions of refugee hosting communities.

Assistance

In 2004, humanitarian assistance will be provided in collaboration with partners, to enhance coping mechanisms, in particular for vulnerable groups, and to empower refugees to attain self-sufficiency. Activities in education, community, social services, agriculture and income generation will all contribute towards durable solutions. An overarching priority will be the development of peer education and community participation within an integrated social and health service structure.

Essential basic services will be delivered in the areas of food, health, education, water, sanitation and shelter. In the water and sanitation sectors, UNHCR will implement activities directly, such as the central procurement of equipment, spare parts, fuel and plumbing materials. UNHCR will help the Zambian water, health and education authorities to expand their activities to cover more of the needs of refugees. Registration and transport assistance will be provided for refugees who wish to repatriate after consideration of the detailed information provided by the Office on services and conditions in the area of return.

UNHCR will promote the empowerment of refugee women and strengthen awareness of gender equity within the community. Refugee women will continue to be encouraged to take an active part in the management of refugee affairs. Currently, women occupy at least 50 per cent of leadership positions, including membership of food committees. Women will also be encouraged to become counsellors, police and liaison officers for education campaigns, in particular for the prevention of SGBV. Child health care will concentrate on immunisation and the integrated management of childhood disease, including conditions such as anaemia and malnutrition. The Office will support pre-school initiatives, universal access to primary education, conflict resolution,



Zambia: Although Angolan refugees who settled in Nangweshi camp for several years started to return home after the 30-year old conflict ended in 2002, many have remained. UNHCR / L. Boldrini

organised play activities, and continued education beyond the primary level using the Zambian curriculum. UNHCR will also encourage refugee initiatives to establish day care centres staffed by volunteer teachers to assist with child care (in addition to community schools).

Desired impact

The overall aims of UNHCR are to facilitate the local integration of refugees and assist in voluntary repatriation. Local integration will be pursued through self-sufficiency in the major areas of assistance so that refugees have the

means to sustain themselves (while remaining eligible to benefit from all services offered to the local communities). Strategies will focus on local capacity-building and the strengthening of links between the refugee programmes and country development strategies. UNHCR seeks to nurture tolerance, minimise xenophobia, and include refugees in the development agenda of Zambia, under the strategies defined in the Poverty Reduction Strategy Paper (PRSP) and through continued facilitation of the Zambia Initiative. This is closely linked to UNHCR's exit strategy and efforts to bridge the gap between relief and development. The achievement of these goals will ulti-

mately depend on the combined response of UN agencies, government departments and other development actors.

Organisation and implementation

Management structure

For 2004, UNHCR has 127 staff: 37 international, including two JPOs and six UNVs, and 90 national.

Co-ordination

UNHCR works closely with several implementing partners including the Government Departments, UN agencies and NGOs. Other agencies involved were the WFP and UNDAF. The partnership with implementing agencies evolved positively, due to the strengthening of UNHCR's field presence and the adoption of effective co-ordination and information-sharing practices.

The Office will work towards the integration of the Zambia Initiative and the UNDAF process, with the aim of including refugees in the process.

The assistance and co-operation of IOM has in the past been instrumental in ensuring the speedy transfer of groups of refugees in Zambia. It is anticipated that IOM will continue to provide logistical support in the transfer or repatriation of refugees.

Offices
Lusaka
Kaoma
Kawambwa
Mongu
Mporokoso
Solwezi

Partners
Government agencies
Department of Water Affairs
Ministry of Education
Ministry of Home Affairs
NGOs
AFRICARE
CARE International
Christian Outreach Relief and Development
Lutheran World Federation
Others
FAO
IOM
UNESCO
UNFPA
UNICEF
WFP

Budget (USD)	
Activities and services	Annual Programme
Protection, monitoring and co-ordination	3,590,801
Community services	530,456
Crop production	179,447
Domestic needs	314,200
Education	677,876
Forestry	150,401
Health	945,974
Income generation	71,922
Legal assistance	728,774
Operational support (to agencies)	2,455,910
Sanitation	76,161
Shelter / other infrastructure	179,382
Transport / logistics	2,398,833
Water	321,664
Total Operations	12,621,801
Programme support	2,763,551
Total	15,385,352